

# Jeevan Ng

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## EDUCATION

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2015 – 2018	<b>Bachelor of Psychology</b> Monash University
2011 – 2014	<b>Bachelor of Commerce (Accounting)</b> Swinburne University of Technology
2010	<b>Diploma of Accounting</b> Swinburne University of Technology – Technical and Further Education (TAFE)
2007	<b>Victorian Certificate of Education</b> Whitefriars Secondary College, Donvale

## PROFESSIONAL DEVELOPMENT

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### October 2018

### Beginning Practice for Child Protection Practitioners

This professional development course was a requirement for all new employees to Child Protection, regardless of experience and ran for a total of 3 weeks. The main themes covered were;

- Family violence
- Culture
- Child centred and family focused relationship based practice
- Risk assessment and analysis
- Statutory obligations
- Children's Youth and Families Act (CYFA) 2005

## EMPLOYMENT HISTORY

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February 2022 -  
December 2022

**Jeweller**  
**Pacific Makers Galleria**  
Employed full time

### Responsibilities

- Manufacture, design and repair jewellery
- Manage stock/inventory levels
- Attend, provide and support customers with their needs
- Clean and maintain machinery
- Front of house retail needs
  - POS system
  - Layby

- Purchasing/Invoicing
- Pricing stock

July 2019 -  
March 2022

**Firefighter**  
**Fire Rescue Victoria, Melbourne**  
Employed full time

**Responsibilities**

- Training - Skills maintenance and acquisition
- Maintenance of equipment
- Involvement in exercises with the public through evacuation drills
- Building inspections
- Checking water supplies
- Respond to emergencies
- Suppression of all types of fires
- Emergency Medical Response (EMR)
- Road accident rescue
- Assisting other agencies in emergencies

September 2018 -  
February 2019

**Child Protection Practitioner**  
**Department of Health and Human Services, Preston**

**Responsibilities**

- Work with children who are at risk of abuse and neglect
- Problem solving - integrating knowledge and internal insight with leading practice and research to address problems
- Case management

2009 – 2018

**Food Services Assistant**  
**Regis Inala Lodge (Aged Care), Blackburn South**  
Employed to work as a Food Services Assistant in the high care facility

## SKILLS SUMMARY

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### Communication

#### Written

- Written communication skills have been established through my role as a Child Protection Practitioner. It was my responsibility to; Prepare complex briefs, letters, emails and reports using clear, concise and grammatically correct language.
- As a Food Services Assistant, it was my responsibility to maintain food temperatures and deliver information in a written form to the Registered Nurse regarding a resident's dietary changes.

#### Verbal

- As a Child Protection Practitioner, I would often be required to convey important and sensitive information to children, parents and professionals. Verbal Communication was imperative in conveying ideas and information in a clear and interesting way.

- Verbal communication skills have also been developed through interaction with numerous members of the public within the community whilst working as a firefighter. Often we interact with a range of diverse people and require crucial information and need to be able to communicate despite not speaking the same language at times.

#### **Attention to Detail**

- Ability to pay attention to detail is best demonstrated through my role as a Kitchen Hand catering for up to 60 residents each with different dietary requirements. Many residents are allergic to certain foods, need thickened fluids, have certain meal sizes and it is important I follow the dietary chart exactly.

#### **Teamwork/Leadership**

- Led children, families, and stakeholders through child protection assessment and decision making in an open, informed, proactive, and assertive manner.
- Every emergency call in the fire brigade requires every member on the truck to work as a team in order to achieve a task. Each firefighter has their own role and works collaboratively to keep the public safe.

#### **Software Experience**

Highly competent with the following packages:

- Microsoft Office – Word, Excel, PowerPoint etc.
- Client Relationship Information System (CRIS) - Online platform containing all client information

#### **INTERESTS**

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Music, dancing, reading, photography and eating. I am a keen traveller who has backpacked around the world, meeting and connecting with people from all different walks of life. I am also very interested in movement as a form of therapy for both physical and mental trauma and practice daily.

#### **REFERENCES**

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##### **Mr Darren Williams**

Station Officer  
Croydon Fire Station, FS26  
Phone: 0407 363 000  
Email: Darren.Williams@frv.vic.gov.au

##### **Ms Katie Knight**

Qualified Firefighter  
Eastern Hill Fire Station, FS01  
Phone: 0437 582 374  
Email: Katie.Knight@frv.vic.gov.au